

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-02 19-21-37

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
22	21	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

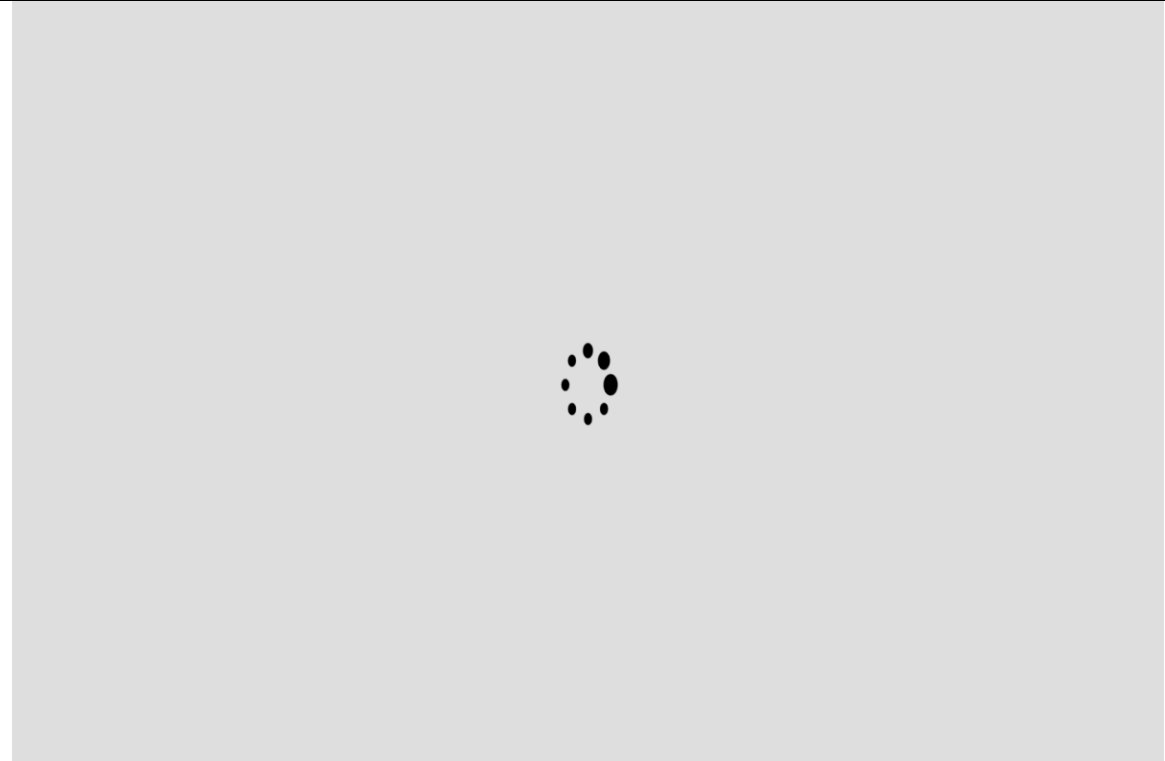


ORACLE
SERVICE CLOUD

Username
sysagent

Password

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



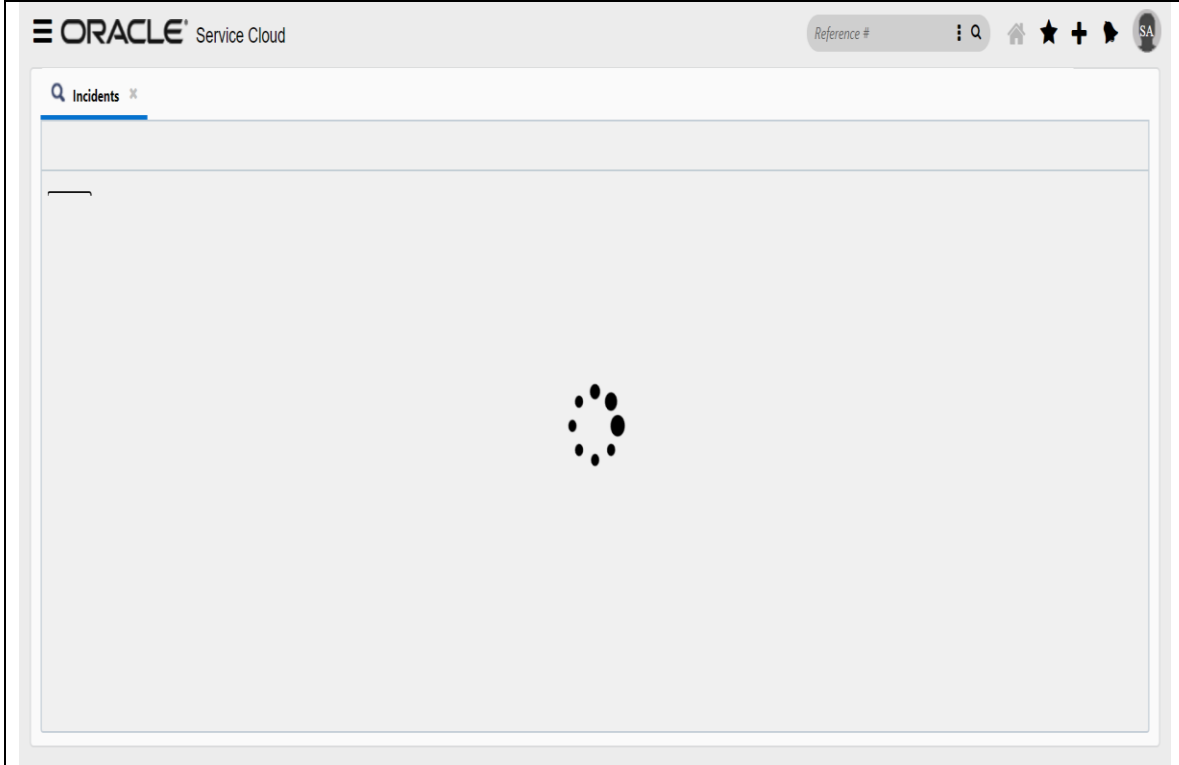
Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents ✕

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📌 Bookmark

Incidents

|< << < 1 2 > >> >| Records 1 - 1000 (1003 Total)

Subject	Status	Full Name	Queue	Date Last Updated ▼	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000075
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:48 PM	200730-000059

1000 Records

Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #' and a magnifying glass icon. Below this, a navigation bar shows 'Incidents' and the incident ID '200730-000059'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The main content area has tabs for 'Summary', 'Messages' (which is selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The email composition section is visible, showing a green header with 'Sys Agent', 'Email', and 'Draft Mode'. The 'To' field is populated with 'abhi552@gmail.com'. The 'Cc' and 'Bcc' fields are empty. A loading spinner is visible in the bottom right corner of the email composition area.

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top navigation bar includes the Oracle logo, 'Service Cloud', a search bar, and user profile icons. The main content area is titled 'Incidents' with a sub-header '200730-000059'. Below this, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing a draft email in 'Draft Mode'. The email is addressed to 'abhi552@gmail.com' and contains the text 'We are working on your issue and we will get back to you.' The interface also includes a toolbar with various actions like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print', as well as a rich text editor with formatting options like bold, italic, underline, and font color.

ORACLE Service Cloud

Reference #

Incidents 200730-000059

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Add a Response Add Private Note Add Customer Entry Filter Newest first

Sys Agent Email Draft Mode

To abhi552@gmail.com

Cc

Bcc

Font Size B I U S A A

We are working on your issue and we will get back to you.

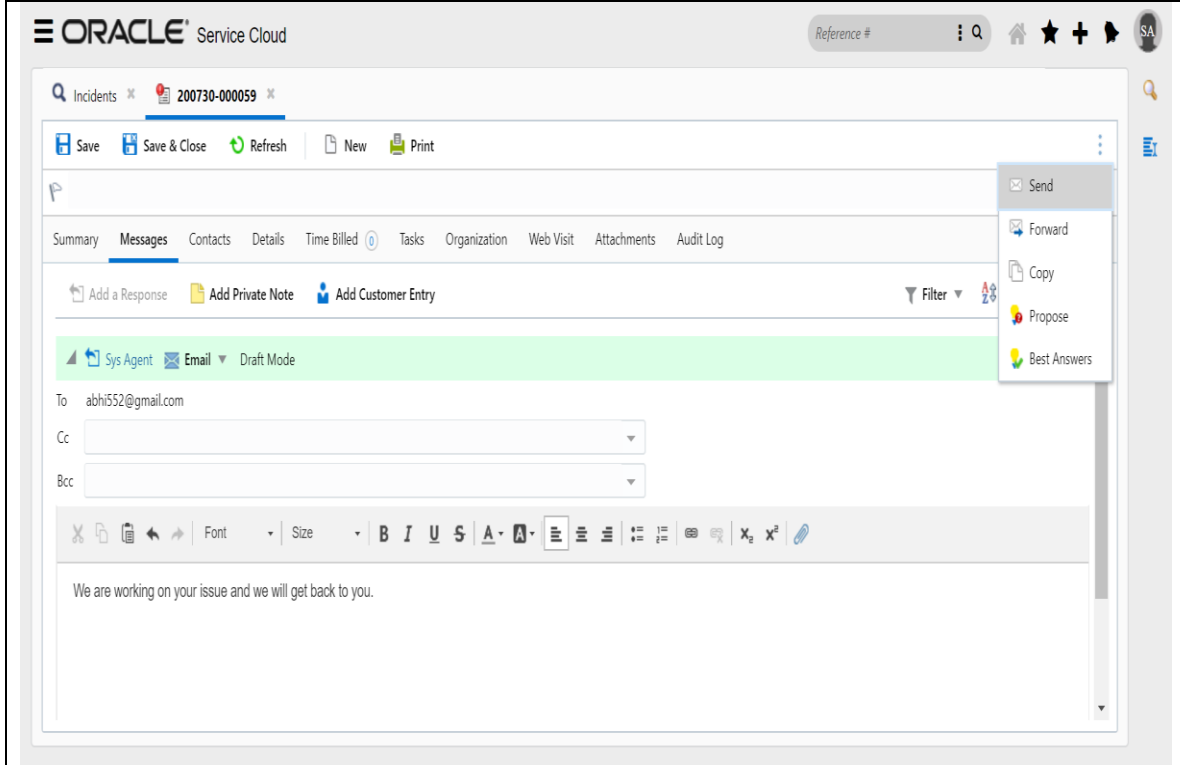
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



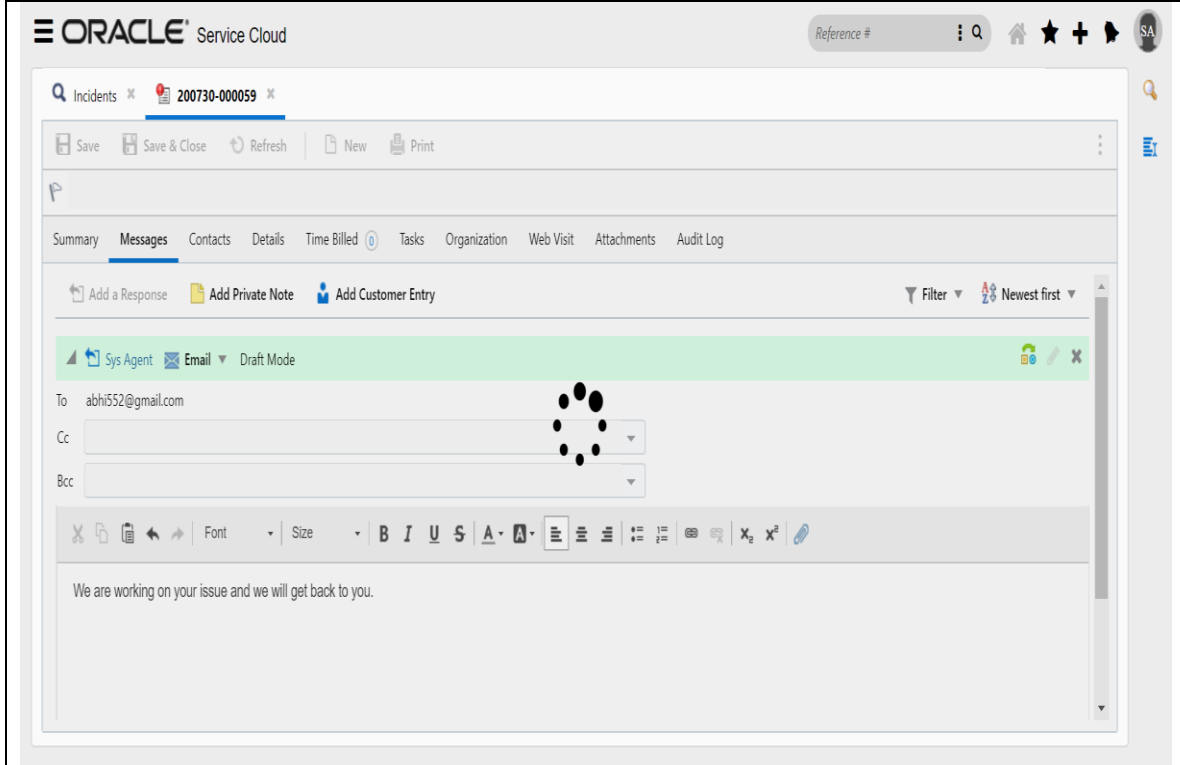
Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200730-000059'. The incident is currently in the 'Messages' tab, which is highlighted. Other tabs include 'Summary', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Below the tabs, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The incident details show a message from 'Sys Agent' dated '08/02/2020 07:22 PM' with the text: 'We are working on your issue and we will get back to you.'

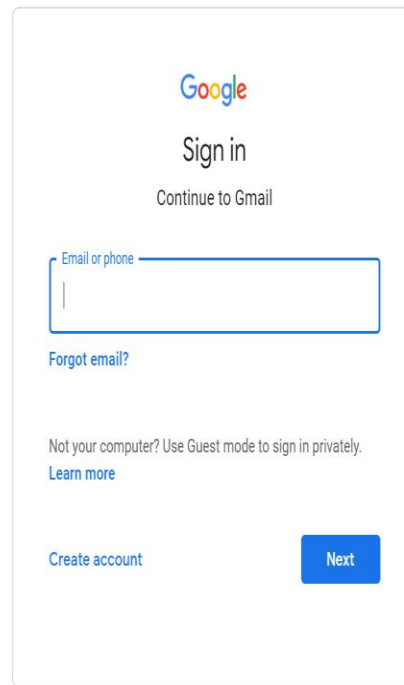
Step No:13

Step Description: Open Gmail Client

Expected Result: Open Gmail Client

Actual Result: The URL: <https://mail.google.com/> is launched in the browser: Chrome successfully

Status: Pass

A screenshot of the Google Sign-in page. At the top is the Google logo, followed by the text "Sign in" and "Continue to Gmail". Below this is a text input field with the placeholder "Email or phone". Under the input field is a link that says "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." followed by a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

English (United Kingdom) ▼

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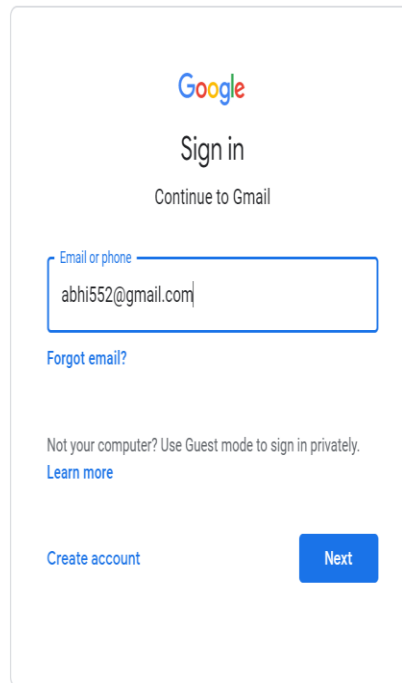
Step No:14

Step Description: Enter Username for Gmail

Expected Result: Enter Username for Gmail

Actual Result: The Element: USERNAME1 is set with text: abhi552@gmail.com

Status: Pass



Google

Sign in

Continue to Gmail

Email or phone

abhi552@gmail.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

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